



State of Illinois
Illinois Commerce Commission
Service Quality for Telecommunications Carriers
Code Part 730.115
Quarterly Filing

AT&T Communications of Illinois, Inc.
for quarter ending December 31, 2009

Performance Data	October	November	December	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	2.20	2.10	2.80	2.37
B. Operator Answer Time - Information [730.510(a)(1)]	6.41	8.71	7.19	7.44
C. Repair Office Answer Time [730.510(b)(1)]	6.00	11.00	1,203.00 *	406.67 *
D. Business or Customer Service Answer Time [730.510(b)(1)]	8.00	8.00	8.00	8.00
E. Percent of Service Installations [730.540(a)]	97.76%	100.00%	100.00%	99.25%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	75.00% *	76.19% *	86.67% *	79.29% *
G. Trouble Reports per 100 Access Lines [730.545(a)]	0.08	0.05	0.09	0.07
H. Percent Repeat Trouble Reports [730.545(c)]	7.79%	0.00%	2.56%	3.45%
I. Percent of Installation Trouble Reports [730.545(f)]	0.00%	0.00%	0.00%	0.00%
J. Missed Repair Appointments [730.545(h)]	0	0	0	0
K. Missed Installation Appointments [730.540(d)]	0	0	0	0

Comments

P730 C&D represents IL Lg bus; Nat Sm bus=Oct 27&16;Nov 10&13;Dec 18&10;Item C due in part to a center migration;Item F results due to various reasons including weather and cable outages;Item I not available.



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